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FIG.2

BASIC CUSTOMER INFORMATION	
PRONUNCIATION	ICHIRO SUZUKI
NAME	ICHIRO SUZUKI AGE 38
ADDRESS	XX-XX, AKASAKA, MINATO-KU, TOKYO
TEL	03-1234-XXXX
MOBILE	090-1234-XXXX
SALES REPRESENTATIVE	061 KENICHI KIMURA
MAIL	l_suzuki@xxxx.com

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FIG.3

BASIC VEHICLE INFORMATION			
VEHICLE NAME 0000			
REGISTRATION No.	COLOR	SHINAGAWA 300 YU XXXX	GRAY
MODEL FRAME No.	E-RA	11006XX	
INITIAL REGISTRATION		1999/06/XX	
REGISTRATION DATE			
NEXT VEHICLE INSPECTION	2004/06/XX	NEW	
NEW OR SECOND-HAND			
VOLUNTARY INSURANCE	SELF JOINED	2003/11/XX	
VEHICLE NAME △△△△			
REGISTRATION No.	COLOR	SHINAGAWA 500 YU XXXX	WHITE
MODEL FRAME No.	E-RF	10009XX	
INITIAL REGISTRATION		1998/03/XX	
REGISTRATION DATE			
NEXT VEHICLE INSPECTION	2003/03/XX	NEW	
NEW OR SECOND-HAND			

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FIG.4

SCHEDULE RELATED TO CUSTOMER				
※15 ENTRIES STARTING FROM 1 WEEK BEFORE ARE LISTED BELOW				
DATE	DETAILS	PERSON REQUESTING	STATUS	
2002/12/03	12 MONTH INSPECTION	KENICHI KIMURA	-	
2002/11/13	BUSINESS DISCUSSION	KENICHI KIMURA	-	
2002/11/13	PLEASE HAND IN CALENDAR	HANAKO YAMAMOTO	PENDING	
2002/11/12	[IMPORTANT] TEL FROM MR. SUZUKI ABOUT BUSINESS DISCUSSION	HANAKO YAMAMOTO	PENDING	
2002/11/10	BUSINESS DISCUSSION	KENICHI KIMURA	DONE	

FIG.5

IMMEDIATE RECENT HISTORY				
ONLY 15 MOST RECENT ENTRIES ARE LISTED BELOW				
DATE	METHOD	DETAILS	REGISTRATION No.	INTERVIEWER
2002/11/12	MAIL			KENICHI KIMURA
2002/11/10	AT PLACE OF BUSINESS	BUSINESS DISCUSSION MEMO ISSUED (BUSINESS DISCUSSION VEHICLE NAME XXXX)		KENICHI KIMURA
2002/11/02	VISIT	BIRTHDAY CELEBRATION		KENICHI KIMURA
2002/10/29		MAIL: XXXX CATALOGUE BEING SENT		KENICHI KIMURA
2002/10/15	VISIT	PROMOTION OF REPLACEMENT		KENICHI KIMURA
2002/10/15	VISIT	5 MONTHS TO VEHICLE INSPECTION	YU XXXX	KENICHI KIMURA

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FIG. 6

PLAN FOR CUSTOMER VISITING PLACE OF BUSINESS		REGISTER		ENLARGE »	
NOV. 13TH WED. »		NUMBER OF PEOPLE VISITING PLACE OF BUSINESS: 8			
TIME		PURPOSE	VEHICLE NAME	REGISTRATION No.	RESPONSIBLE STAFF MEMBER
11:00	ICHIRO SUZUKI	BUSINESS DISCUSSION	○○○○	YU56XX	KIMURA
12:00	SACHIKO KATO	PAYING IN	××××	KA93XX	YAMAMOTO
13:00	TARO TANAKA	FREE 6 MONTH INSPECTION	△△△△	SA32XX	KIMURA
14:00	YOKO YAMADA	TEST DRIVE (APPOINTMENT)	●●●●	SU58XX	SAITO
14:30	KUSANO TETSURO	INSURANCE RENEWAL	▲▲▲	KA46XX	KIMURA

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FIG.7

SCHEDULE			
REGISTER ENLARGE»			
KENICHI KIMURA			
TIME	METHOD	PURPOSE	CUSTOMER
9:00		BUSINESS MEETING (ASSEMBLY)	SCHED
9:30	DM ISSUE		SCHED
11:00	AT PLACE OF BUSINESS	BUSINESS DISCUSSION	SCHED
13:00	AT PLACE OF BUSINESS	FREE 6 MONTH INSPECTION (PLAN TO GO AHEAD)	ACTIVITY TARO TANAKA
14:30	AT PLACE OF BUSINESS	VOLUNTARY INSURANCE CONTINUATION	ACTIVITY TETSURO KUSANO
15:00		LAND TRANSPORT OFFICE REGISTRATION APPLICATION	SCHED
17:00	VISIT	HAND IN CATALOG	SCHED
18:00	TEL	INSURANCE PROGRESS REPORT	SCHED
18:30		SALES MEETING (HEADQUARTERS MEETING ROOM)	

FIG.8

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MAIL RECEIVED		CREATE	ENLARGE»
※ONLY 15 MOST RECENT ENTRIES ARE LISTED BELOW			
CONTENTS	SENT FROM	RECEIVED DATE	
YESTERDAY'S MEETING MINUTES	AYANO HIRAKAWA	11/13	▲
ASSESSMENT REQUEST	HANAKO YAMAMOTO	11/12	
NEW MODEL 0000 ESTIMATE REQUEST	Kota_Tani@xxxx.com	11/09	
QUESTION ABOUT XXXX	Emiko_H@xxxx.com	11/09	
INFORMING OF CHANGE OF ADDRESS	"TETSURO KUSANO" {Tetsu.Kusano@xxxx.ne.jp}	11/09	
REGARDING NEXT SALES MEETING	MAMORU NAKAMURA	11/08	
PLEASE VISIT NEXT SUNDAY (REGARDING ASSESSMENT)	I_suzuki@xxxx.com	11/08	
△△△△ CATALOG REQUEST	Emiko_H@xxxx.com	11/07	
PLEASE CONTACT BY MAIL	KOHEI TAKANO	11/07	▼

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FIG.9

WORK REQUEST			
»ONLY 15 MOST RECENT ENTRIES ARE LISTED BELOW			
REQUEST	DETAILS	PERSON REQUESTING	DEADLINE
11/13	HAND IN CALENDAR	YAMAMOTO	11/17
11/12	[IMPORTANT] TEL FROM MR. SUZUKI REGARDING BUSINESS DISCUSSION	YAMAMOTO	11/13
11/10	PLEASE SUBMIT NEXT MONTH'S ACTIVITY PLAN	HIRAKAWA	11/19
11/10	11/13 REQUEST WHEN APPLYING TO LAND TRANSPORT OFFICE REGISTRATION	TAKANO	11/14
10/27	VOLUNTARY INSURANCE DOCUMENT RECOVERY	HIRAKAWA	11/12
10/22	PROMOTION REPLACEMENT FOR CUSTOMER AND INCOMING VEHICLE FOR INSPECTION	YAMAMOTO	11/13

CREATE **ENLARGE»**

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FIG.10

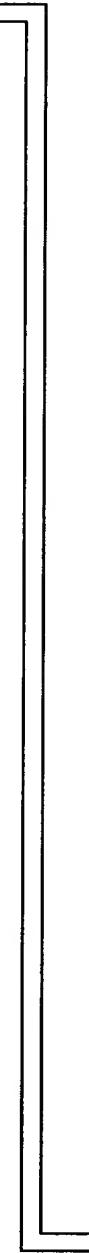
PLANNING INPUT MEANS	
DATE	►
TIME	► ~
INTERVIEW METHOD	
CONTENTS	
DETAILS	
CUSTOMER TO INTERVIEW	
VEHICLE NAME	
REGISTRATION No.	►
RESPONSIBLE STAFF MEMBER	►
RECEPTION STAFF MEMBER	
DATE OF RECEPTION	
TIME OF RECEPTION	

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FIG.11

ICHIRO SUZUKI

DATE	INTERVIEWER	PURPOSE	METHOD
2002/5/2	YAMAMOTO	BUSINESS DISCUSSION	AT PLACE OF BUSINESS
2002/4/6	HASHIMOTO	FREE 6 MONTH INSPECTION	AT PLACE OF BUSINESS
2002/1/17	YAMAMOTO	BUSINESS DISCUSSION	AT PLACE OF BUSINESS



SET A FOLLOW-UP STAFF MEMBER AS THE STAFF MEMBER,
OTHER THAN THE MAIN RESPONSIBLE STAFF MEMBER,
WHO CARRIED OUT AN INTERVIEW MOST RECENTLY